

**DESCRIPTION:** Under limited supervision in an Economic Assistance Customer Service Center or local office environment, supervises a group of eligibility/customer service workers and support staff; responsible for successful Customer Service Center or local office operations, systems and processes; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the fourth classification level of five in the Social Services class series. Positions in this class, on a regular and on-going basis, perform work as a supervisor of three or more Social Services Workers, Social Services Lead Workers, Program Accuracy Specialists and/or support staff. Positions in this class are differentiated from the Social Services Lead Worker class with the addition of full supervisory duties and the Social Services Unit Manager class in that these positions are not responsible for the administration of a social services unit through supervisors.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Plans, assigns, directs and evaluates the work of subordinate staff located within a Customer Service center or local office including recommending personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, and work schedules and assignments to ensure efficient and effective accomplishment of work.

Confers with and advises subordinate staff to exchange information on and/or explain eligibility criteria, work policies, procedures, and standards, and to identify the characteristics and impact of work problems and formulate possible solutions.

Compares work performance and/or products of subordinate staff with established standards to determine and recommend personnel actions such as appointments, promotions, disciplinary actions, grievance dispositions, status changes and separations to agency management staff, to identify employee training needs and to improve career advancement potential.

Trains subordinate staff in the policies and procedures of social service programs and customer eligibility criteria to improve and maintain job performance levels of employees and meet standards through their exposure to necessary job knowledge and abilities.

Reviews and analyzes electronic or paper customer case records to ensure eligibility functions are processed accurately, timely and in accordance with current rules, regulations, policies and procedures.

Develops and maintains tracking systems to monitor case status and ensure staff complete the work required to provide quality and timely customer service and meet required performance indicators.

Ensures successful operations of the Customer Service Center or local office including setting performance goals, monitoring performance indicators and defining corrective actions that will lead to overall improvement of the location.

Analyzes Customer Service Center staffing trends to ensure efficiency and compliance with established goals and objectives.

V72174-SOCIAL SERVICES SUPERVISOR (continued)

Monitors incoming call volumes at a Customer Service Center and assists when call volume reaches maximum capacity.

Evaluates, analyzes and prepares reports on cases, customer concerns, special problems, or other matters to inform management staff of the current status of program activities and to suggest needed changes or improvements.

Promotes community awareness of agency program activities/needs to develop community resources, to improve and expand provider services and/or to promote an understanding of the agency's role in community service and financial maintenance programs.

Evaluates provider services, programs and staff to determine appropriateness of customer placements, to ensure delivery of contract services and to facilitate correct payment to vendors.

Informs customers of program benefits, rights and responsibilities and/or services available through other social/community service agencies to maximize customer assistance, to ensure their understanding of program benefits, rights and responsibilities, and to comply with federal, State and agency requirements.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: the principles and techniques of supervision; sociological conditions that influence human behavior; the methods and procedures of human services resource development; the federal laws and regulations concerning confidentiality, release of customer information, social service delivery and licensure and certification; training methods procedures and evaluation; work performance or other standards development; utilization of call center equipment including computer software applications.

Skill in: interviewing customers to collect and elicit essential information, gain rapport and assess customer needs.

Ability to: manage human resources; plan, assign, direct and evaluate the work of staff in a Customer Service Center or local office environment; understand pertinent federal and State laws; analyze and interpret programs and the procedures/processes used to achieve agency goals; apply the principles and practices of social work; interpret and apply agency guidelines covering a variety of program areas and/or individual case situations; determine compliance with agency guidelines concerning service provision; ability to communicate with customers, co-workers, supervisors and other staff to exchange case information and discuss case assessments and decisions; work in a fast paced environment, prioritize and multi-task while maintaining accuracy; consistently meet deadlines.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Post high school coursework/training in: social work; counseling/guidance; psychology; sociology; human development; mental health care; education; or closely related areas AND experience in a social service organization with responsibility for determining eligibility for public assistance and/or social services programs; case management; resource development; or related social service functions; experience in supervision and employee performance evaluation or program analysis/evaluation; or policy development.

**SPECIAL NOTES:**

Positions in this class may require an employee to possess a valid driver's license and provide a passenger vehicle with adequate liability insurance in order to perform work-related travel.

It may be necessary to adjust regular work hours to meet those convenient for customers and community agencies.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).